

OFFICE OF DEVELOPMENTAL SERVICES

VIRGINIA DEPARTMENT OF BEHAVIORAL HEALTH AND
DEVELOPMENTAL SERVICES

QUARTERLY REPORT OF OFFICE ACTIVITIES

JULY – SEPTEMBER 2011

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OFFICE OF DEVELOPMENTAL SERVICES

Quarterly Report

The Office of Developmental Services (ODS) in the Virginia Department of Behavioral Health and Developmental Services (DBHDS) is dedicated to joining in partnership with all available state and local resources toward the development of communities that support and affirm all persons with intellectual disability and their families as participating and contributing members. This report provides an overview of the activities and accomplishments of the ODS in the **first quarter of Fiscal Year 2012**.

HIGHLIGHTS OF THE QUARTER

CONTACT PERSON: LEE PRICE

This has been a busy quarter with many activities engaging our central office staff on a number of levels. The ODS Person-Centered Training team organized and held a one-day Person-Centered Thinking (PCT) training on July 19 for all DBHDS leadership, with participation from leadership in other Departments as well. The PCT process that has been rolled out in Virginia as a collaboration between ODS and the Partnership for People With Disabilities is one that offers a formula for systemic and lasting change in the way that services and supports are delivered in Virginia. We have three mentors in Virginia who are qualified to train trainers. Virginia now has 19 PCT trainers in the state. Trainers generally work in teams of 2 and can train about 50 people in one standard 2-day PCT training session. To date, more than 3,400 people have received the 2-day training.

The 20011 General Assembly authorized a study of the ID/DD waiver system in Virginia. On July 25, DMAS and DBHDS held a stakeholder meeting on proposed short-term and long-term changes to the waiver system. There was much feedback both during and following the meeting regarding the kinds of changes that are needed. Stakeholders have addressed issues about the rates of reimbursement for services, the need for improvements in the service model and more services to take people off the wait list. The report to the General Assembly, originally scheduled for November 1, has been delayed to December.

ODS staff, Assistant Commissioner Heidi Dix, and staff from the Office of the Secretary of HHS participated in public hearings that were scheduled throughout the Commonwealth on the 30 million dollar Trust Fund that was established by the Commonwealth to help transition individuals from the training centers and improve the supports provided in the community. These hearings were held during the first week in August in each region of the Commonwealth. Each hearing was well attended with 30 to 60 people in attendance at each location. The hearings reflected the great interest that families who have loved ones living in both the training centers and with supports in the community, as well as families who are waiting for services, have in the developing system in Virginia.

Throughout the quarter, progress continued to be made in meetings between departmental and administrative leadership and the Department of Justice representatives regarding the settlement agreement on the future of services in Virginia. The conditions of this agreement are still in discussion with the settlement expected to be reached sometime in early December.

One major activity during the quarter was the development of START (Systemic Therapeutic Assessment Respite and Treatment) proposals from each of the 5 regions of the Commonwealth. DBHDS staff worked with Dr. Joan Beasley (START consultant) and the regional CSB representatives, as they developed proposals that would fit the START crisis model and satisfy the needs of the Commonwealth for a statewide crisis stabilization program for Virginia. All proposals were delivered by the due date of September 15th, and awards of \$985,000 have been given to each region for the first fiscal year (FY 2012). Each region has begun to develop their plans for January 2012 (or shortly thereafter) implementation. ODS staff interviewed six highly qualified applicants (who were selected from a pool of more than sixty initial applicants) for the position of statewide START Coordinator before hiring Bob Villa, currently the ID Director for Goochland-Powhatan CSB as the START Coordinator. Bob will join the ODS team on November 1.

Throughout the quarter, much activity was also devoted to the development of the Employment First Summit that was held in Virginia Beach the first week in October. A report on that summit will be provided in next quarter's report. It was deemed, however, by all reports as a highly successful event. The planning that went into it over the quarter by ODS, the Office of Behavioral Health and VaACCSES staff, as well as other members of the State Employment Leadership Network Advisory Committee was well rewarded.

REGULATION AND POLICY

CONTACT PERSON: DAWN TRAVER

Dept. of Medical Assistance Services (DMAS) related activity:

- Drafted the Evidence Report for the Centers for Medicare and Medicaid Services (CMS) regarding the Day Support Waiver.
- Met with DMAS staff regarding potential revisions to the ID Waiver performance measures. Discussed this with CMS representative during meeting with him, DMAS staff and DBHDS staff.
- Participated, along with DMAS and other DBHDS staff, in public hearing to gather information in order to prepare the report required for the BBBB Study (FY11 General Assembly mandated study of ID/IFDDS Waivers) and assisted in drafting the subsequent report.

Money Follows the Person activities:

- Completed discharge assessment process with Regions I, III, IV and V.

- Met with 4 individual families and/or Authorized Representatives (ARs) to discuss community transitions.
- Recruited one “Family Mentor” for Northern Virginia Training Center (NVTC).
- Participated in MFP quarterly and marketing meetings.
- Participated in Southside Virginia Training Center (SVTC) and NVTC Provider Fairs.
- Facilitated parent meetings at NVTC, SVTC and Southwestern Virginia Training Center (SWVTC).
- Compiled a list of the top concerns for focus in development of strategies and solutions.
- Attended 3 discharge planning meetings and 2 annual review meetings.
- Visited 2 potential providers with an AR, Discharge Coordinator and CSB Support Coordinator.
- Met with DBHDS Facility Operations Manager to begin development of Family Supports.
- Tracked progress of individual and provider surveys.
- Participated in meeting with Central Office and Training Center staff regarding facility discharge planning/process.
- Reviewed and provided edits for a revision/update of the MFP Operation Protocol/Guidebook.

Other Activities:

- Participated in development activities for the service authorization component of the Intellectual Disability Online System (IDOLS).
- Participated in development activities for the critical incident reporting system.
- Continued work with DBHDS Director of Legislative Affairs and stakeholder group members to prepare documents for 2012 legislative consideration of language changes regarding “intellectual disability” and “developmental services.”
- Presented an overview of the ID Waiver to Dept. of Housing and Community Development, Virginia Community Development Corporation and other DBHDS staff in order to highlight waiver-housing world gaps and intersections.
- Participated in the Steering Committee for the Virginia Association of Centers for Independent Living grant, *Improvement and Expansion of Consumer Directed Services*, including reviewing and commenting on newly developed materials for individuals using and those seeking to provide CD services.
- Allocated OBRA funding to four new individuals with ID in nursing facilities.
- Prepared a draft update of the Case Management Transfer Protocol.
- Participated in the quarterly Positive Behavior Supports Facilitator Forum.

PRE-AUTHORIZATION

CONTACT PERSON: CYNTHIA SMITH

PRE-AUTHORIZATION

Waiver	Total * Processed	Approved	Denied	Appeals**	Re-review	Pended
	4379	4077	16	2	48	377

* **Received and resolved

*Difference between **approved** and **total processed**:

- Total processed: total ISARs approved, denied and reduced
- Approved: ISARs authorized as requested

PENDED ISARS

More Information	Incorrect Provider name/number ***	Provider Not MR Waiver Eligible	Not MR Waiver Eligible	No Medicaid Number; Invalid/Pended Medicaid Number
269	***	3	11	***

*** Included in count with 'More Information'

DATA MANAGEMENT AND QUALITY ASSURANCE

CONTACT PERSON: DR. CHERI STIERER

- This is the first quarter that CSBs/BHAs were responsible for the quarterly Wait List and Level of Functioning updates through the Intellectual Disability On-Line System (IDOLS). Information on the Plan of Care Summary form was also updated in IDOLS. The data entry into IDOLS replaced use of the form effective July 1st, 2011. ODS is still working on data issues that occurred when the old system data was transferred to the new system.

- This quarter marked the end of funding from CMS for the IDOLS project. DBHDS continues to work to finalize Phase 2: Service Authorization.
- Phase 2 of IDOLS is scheduled to deploy in December with provider account set up in November. This will include electronic submissions for service authorizations. Account set up information will be posted on the ODS web page.
- ODS continues to update reports and work on quality indicator data for the CMS ID/DS Waiver application quality assurances. The quarterly meeting with DMAS was held in August to review outcome measures and data collection processes.
- Adult Supports Intensity Scale training was completed in July with 22 new Interviewers across the state.

ODS Data

TYPE OF DATA As of October 6, 2011	Count
Number on Urgent Waitlist (Including DS Waiver)	3207
Number on Non-Urgent Waitlist (including DS Waiver)	2622
Number of slots obligated from MFP 09	110
Number of slots obligated from MFP 10	85
Number of Day Support Waiver Slots Obligated	273
Number of ID Waiver Slots Obligated	8586
Training Center CENSUS as of 9/29/11	
Northern Virginia Training Center	158
Central Virginia Training Center	367
Southeastern Virginia Training Center	116
Southside Virginia Training Center	230
Southwestern Virginia Training Center	179
Training Center Total	1050

TRAINING AND TECHNICAL ASSISTANCE

CONTACT PERSON: GAIL RHEINHEIMER

Person-Centered Practices (PCP):

- Provided Person-Centered Thinking (PCT) training to DBHDS and other state leadership.
- Attended Middle Peninsula-Northern Neck (MP-NN) CSB Management Team meeting and presented overview of Person-Centered Personal Profile.
- Provided 2-day PCT training in Fredericksburg, Leesburg and Richmond.
- Provided Advanced PC ISP training
 - Fairfax to 55 participants
 - Lynchburg to 82 participants (CSB and private providers)
 - Abingdon to 19 participants (CSB, private providers & Regional OL Specialist).
- Provided 2-day Plan Facilitation course (which combines PCT and Virginia's PC Individual Support Plan) in Virginia Beach to 20 participants.
- Participated in 6-state *Becoming a Person Centered System Community of Practice* conference call.
- Facilitated a Regional PCT Coaches meeting in Fredericksburg and assisted with a MP-NN CSB Coaches meeting.
- Participated in a PC Practices Planning for Virginia Team meeting.
- Provided PCT Coaches' orientation to 17 newly added Coaches at CVTC and held the first "*Coaches' Support Meeting*" with these Coaches.
- Participated in Office of the Inspector General preliminary meeting regarding PC practices to look for in their forthcoming review of residential supports.
- Provided Person-Centered Planning/Person-Directed Services at the *Annual Public Guardianship Conference* hosted by the Department of Aging.
- Met with Direct Support Professional from Germany to discuss Virginia's Person-Centered Practices.
- Participating with *The Learning Community* in the development of an improved PCT Coaches' curriculum.

Systems Transformation Grant (STG) Goal 2: Increase Choice and Control

- Held final Goal 2 Resource Team meeting.

MFP and Other Training Center (TC) activities:

- Participated in MFP Advisory Workgroup Meeting.
- Met with DBHDS and TC leadership.
- Participated in three regular and one emergency NVTC Admission Management Committee (AMC) meetings (either present or by phone) and 3 SVTC AMC meetings.
- Provided guidance regarding an individual requesting admission into the TC and supports for mental health needs.
- Provided guidance regarding individuals wanting to transition from a state hospital to community using MFP.
- Provided technical assistance to CSBs, private providers, advocates and SWVMHI regarding utilization of MFP.

- Attended the NVTC Provider Fair. Spoke with individuals and family members interested in transition.
- Assisted in completing regional community assessments of the TC discharge process in all regions of the state.
- Provided guidance regarding individuals using MFP slots (report available).
- Participated in Family Workgroup Meetings with ODS Family Resource Consultant, parents and training center staff at NVTC, SVTC and SWVTC.

Other Waiver Activities:

- Provided ID Waiver Overview Training (including MFP information) to 19 DMAS Help Line staff
- Met with DMAS Quality Management Review staff and discussed documentation problems related to the PC ISP. Developed additional training materials and samples (and confirmed agreement with QMR) to help CSBs and providers.
- Participated in a conference call with DMAS Program Integrity and Clifton-Gunderson regarding the PC ISP and documentation needed by providers.
- Provided TA/training to the Region 4 Day Support Group. Discussion regarding QMR reviews, outcome writing and measuring progress.
- Participated in Region 4 SC/CM Meeting to discuss facility discharge concerns and needs. Held Region 3 meeting with Support Coordinators – 10 CSBs represented & 16 participants.
- Followed up on QMRs, including participation in one exit conference, and assisted with plans of correction regarding the PC Individual Support Plan (ISP) and problems developing measureable outcomes, describing supports and support instructions, keeping documentation and writing quality reviews. Provided on-site record reviews and follow-up training.
- Met with Office of the Attorney General regarding fraud investigation.
- Provided TA to CSBs and providers in skilled nursing and CD personal assistance, crisis stabilization, respite at training centers, training ID Waiver staff, becoming a Personal Assistance provider, the PC ISP and documentation, Service Facilitation and changing providers, assistive technology, allowable purchases, choice of providers.
- Provided refresher training to CSB regarding *Early Periodic Screening Diagnosis and Treatment* and authorization processes, along with clarification for the ID Waiver.
- Provided technical assistance to CSB exploring adding Supported Employment as a new service.

New Training and Guidance Materials:

- Completed Targeted Case Management Modules for DBHDS Knowledge Center to be available to CSBs.
- Waiver Provider Training Modules in process, combining all previous provider trainings into a single modular format for Learning Management System access.

IDOLS:

- Participated in IDOLS meetings and Phase I testing.
- Provided technical assistance and training to SCs/CMs regarding slot retention and slot allocation through IDOLS.

Other Activities:

- Hired 5 new Community Resource Consultants.
- Provided consultation to DBHDS Case Management curriculum developer, reviewed and commented upon drafts.
- Attended Region 2, Region 3, and Region 4 ID Directors' meetings.
- Participated in Southwest Regional Family-to-Family Network work group re: services to children in southwest region.
- Participated in statewide and regional conference calls and meetings regarding the START program.
- Participated in Autism trainings conducted by Cindy Guinn in three locations.
- Attend Northern VA Coalition meeting.

**EMPLOYMENT FOR PERSONS WITH DEVELOPMENTAL
DISABILITIES**

CONTACT PERSON: ADAM SASS

- Made "Employment First" presentations at the State Arc Convention and to the Region Ten Coalition
- Provided technical assistance on converting to Community Based Employment to The Arc of the Southside
- Worked with VCU/DRS/DOE/RRTC as partners in submitting a Supported Employment related grant proposal to the federal Administration on Developmental Disabilities
- Was appointed as one of five State Employment Leadership Network (SELN) state representatives to be on national SELN's 5-year review team.
- Wrote an article about the Employment First Initiative for "NewsNotes," the Virginia Rehabilitation Association's quarterly publication.
- Continued to organize presenters and coordinate other logistics for the Employment First Summit and Employment First track at the Collaborations Conference to be held in October.

AUTISM SPECTRUM DISORDERS ISSUES

CONTACT PERSON: CINDY GWINN

- Provided Autism Adult Strategies Trainings in Galax, Martinsville, Staunton and Henrico for a total of 151 Medicaid providers and family members.
- Sponsored Rebecca Landa webinar on early intervention diagnosis and screening and attended workgroup after webinar at George Mason University.
- Presented on current ASD activities in Virginia at the National Institutes of Health Interagency Autism Coordinating Committee's meeting on "Enhancing Supports for People with Autism and Their Families: Community Integration and the Changing Delivery System" webinar.

COMMONWEALTH AUTISM SERVICES

CONTACT PERSON: JOHN TOSCANO, PRESIDENT AND CEO

Highlights of activities in CAS Programs/Initiatives

Partnership for Capacity Development with Public Schools©

- CAS continues to serve 28 school divisions through its partnerships.
- The Competent Learner Model (CLM) © curriculum is underway in two CAS partnerships (Shenandoah Valley Regional Program and Northern Regional Educational Program).

Trans-disciplinary Diagnostic and Assessment Clinic

- The toddler clinic was launched utilizing the latest assessment instrument (the Autism Diagnostic Observation Schedule or ADOS-T) designed for toddlers from 18-30 months of age in partnership with Richmond Behavioral Health Authority and Richmond City Public Schools for Richmond City children to facilitate earliest possible identification and referral to early intervention.
- A Spanish language pilot clinic was launched in partnership with the Partnership for People with Disabilities and VA-LEND.
- The ADOS Training Academy was launched and is fully enrolled for both the Fall and Spring academies.
- Training is underway with two new school divisions on the CAS assessment model to be utilized in public school settings as it is in the Shenandoah Valley Regional Program (6 Local Educational Authorities).

- Discussion is taking place on a partnership to replicate the CAS assessment model with a local hospital and surrounding Local Educational Authorities.

The Learning Institute©

- Training seminars continue to be held for child care agency providers.

Public Safety Training

- Critical Autism Training (CAT-1) training continues to be offered in several sites for public safety officials through CAS's partnership with the Division of Criminal Justice Services (DCJS).

Lifespan Connections Initiative (LCI)©

- CAS's AAG's continue to meet monthly in our eight locations with several sponsoring local training events this Fall.

Information and Referral

- CAS continues to field Information & Referral calls across all CAS sites.

Community Outreach

- **CAS's 11th Annual Conference** dates have been set for March 7th and 8th, 2012.
- Staff have attended numerous community autism events across the state.

College Model for Students with Asperger's Syndrome

- **The Courage to Succeed Program**, developed in partnership with United Methodist Family Services, J. Sergeant Reynolds Community College and Grasp, is now serving 7 students.

Training and Consultation Service

- CAS is currently providing clinical training/consultation and strategic planning services to several organizations across the state.